SCHOOL OF SOCIAL WORK
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The COMPASS

AMERICAN · ASSOCIATION · OF · SOCIAL · WORKERS

April 1938

The Division on Personnel Standards
A Statement of Function
Grace Marcus

Oral Examinations in Pennsylvania

Social Work Interpreters of the Future?

Basic Preparation for Social Work

Minimum Public Welfare Standards

1938 Survey of Relief Situation

Division on Government and Social Work

A Discussion of an Ethical Code

Volume XIX Number 7

LIFE magazine and *The New Republic* found the AASW Survey of Relief Conditions useful in pointing up recent articles. The former alluded to the survey in its leading article, "The Case of Robert Simpson," in the April 4th issue. The latter in the April 13th issue quotes extensively from the survey in an article entitled, "Shall They Starve?"

THE Washington meeting of the Division on Government and Social Work, reported on page 10, was marked by what one observer described as "lively but pertinent discussion."

THE third of three discussions—"Social Work Interpreters of the Future?"—appears in this issue.

THE March issue devoted considerable space to summaries of discussions at the February meeting of the Division on Employment Practices. This issue brings you a series of short articles based on discussions at the March meeting of the Division on Personnel Standards.

BASIC are the suggestions offered by the Cincinnati Chapter under the title "Minimum Standards for a Public Welfare Agency" on page 17.

THE first action of its kind is described in the article "Assistance Grants to Oklahoma Suspended." The Social Security Board is now examining progress reports of its staff to guide it in determining future action.

SEND us the name and address of anyone you feel should know about THE COMPASS—a sample copy will go forward from our office. Non-members may subscribe, as you may know, at the nominal rate of $1.00 per year.

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Oral Examinations in Pennsylvania

The Philadelphia Chapter Gets a Cross Section of Opinion and Reactions of Some Examiners

THE recent use of oral examinations by the Employment Board of the Pennsylvania Public Assistance Division, in connection with merit system examinations for candidates for the various positions in the division throughout the state have caused considerable favorable comment. In an effort to secure a cross section of opinion from examiners the Philadelphia Chapter *Bulletin* sought interviews with various persons concerned and presented their findings in the March issue.

The Employment Board contributed the following introductory statement:

"Excluding those positions for which final arrangements have not been made, oral examinations have been arranged as follows:

	No. of Oral Examinations	*No. of Positions*
County Ex. Dir. & Asst. Ex. Dir.	312	71
Supervisor (7 grades)	2381	346
Visitor (3 grades)	7704	3230

To recruit for the oral examination boards members of the general public and personnel specialists, a coordinator was chosen in each of the eleven examination centers, after careful consultation with people having the respect and confidence of the community. With the help of this coordinator and in some instances of a committee consulting with him, and with the advice of many other citizens, the names of possible examiners were then listed, with information as to their qualifications. Those selected were finally chosen largely by the coordinators and the local committees, of course with the approval of the Employment Board. All served without compensation. The examiners were men and women of standing and of good judgment, of different racial, political and religious groups, and of many different occupations, and, of course, not actively concerned in politics.

"To every oral examiner, so far as possible, a manual of instructions was sent before his work began. All examiners were asked to meet a representative of the Board for about two hours to receive instructions before the applicants began to come in. The manual and the instructions emphasized the importance of friendly interviews and of objective estimates of personality traits."

A board member and former member of the state legislature described her experience on an oral board "as a liberal education." She said she had a much clearer picture of the whole relief problem and an idea of the public agency she had not had before.

An insurance broker declared, "I have had the feeling in the past that work for State Departments of this kind was secured largely on a basis of political patronage, and that the applicant's principal interest was in the pay rather than the work. The result of my experience has convinced me that the people who are doing this work are well qualified, intelligent and are keen to do a good job. In fact, my experience has greatly encouraged me in this respect and shown me that it is possible for people in government employment to put quite as much interest and enthusiasm into their work as one expects to find in private employment."

A labor leader said he felt "this an extremely valuable and important experience and was impressed by the qualifications of employees."

A newspaper man was interested in the large number of candidates from other fields which he felt indicated overcrowding in certain professions and in the business world. He was not convinced that a "business man might not make a better social worker than a trained person."

"The exceptionally high calibre of most of the candidates now employed by the department, their obvious interest and loyalty," impressed a utility executive who served on one board.

A real estate broker was puzzled because candidates gave reasons other than economic need as their reason for being interested in a job. He stated he believed the oral method excellent.

One lawyer said, "My impression of the public relief set-up heretofore has been dictated by what came to my attention collaterally. It was difficult to find the middle road between charges of oversentimentality and opposing jibes of complete hard-boiledness. For one thing, I took away from this experience a conviction of the level-headedness of the method—a conviction inspired by the process in the oral examination itself."

COMPASS *readers may anticipate a more comprehensive treatment of the subject "Oral Examinations in Pennsylvania" in a later issue of* THE COMPASS. *It is our plan to have an article which will both describe and evaluate the experiment.*

Assistance Grants to Oklahoma Suspended

First Action of its Kind Taken by SSB Board. Qualifications of Personnel One Issue. Forthright Decision Follows Hearings.

NO further certification will be made to the Treasury of Federal grants to Oklahoma for aid to the needy aged, the needy blind and dependent children, on the grounds of failure to comply with the requirements of State and Federal laws in the administration of these programs, according to action taken March 2 by the Social Security Board. This action was taken after investigation of the public assistance administration in Oklahoma and is based on the evidence of State and Federal officials during the hearing held by the Board on February 23 and 24.

Upon the basis of the findings and in accordance with section 4 of the Social Security Act, Arthur J. Altmeyer, Chairman of the Social Security Board has notified the Oklahoma Public Welfare Commission that grants for all three public assistance programs will be withheld until the Board is satisfied that there is no longer any substantial failure on the part of the State's public assistance administration, to comply with the provisions of the Social Security Act and State law.

The official decision of the Board cites the following major reasons for this action:

"Investigation of applications for assistance has been inadequate and periodic reinvestigations, as required by the State plan, have not been made. As a result, many persons ineligible for assistance under the State's requirements have nevertheless received payments, and others who were eligible and in need have either been denied assistance, or have received inadequate payments.

"No reinvestigation has been made during the year and a half of operation in the case of 80 per cent of the recipients. Reinvestigations by the State agency in 20 per cent of its cases, and a study made by the Social Security Board in 19 counties have revealed that many recipients were ineligible when their applications were approved, and others have since become ineligible because of changes in their circumstances.

"The auditor of the Social Security Board, in an audit of 10 months' payments in 46 out of 77 counties, has questioned payments to 19,183 recipients of old-age assistance, totaling $685,121.18. The records already audited reveal many payments over long periods of time to dead persons, persons ineligible because of age, or because they do not meet State requirements as to need. The experience of the auditor to date would indicate that unwarranted payments may run into several million dollars, about half of which will constitute obligations of Oklahoma to the Federal Government.

"Changes in the amount of assistance payments have been made without regard to individual need, as required by the Oklahoma law; this practice has resulted in hardships and inequities to individuals and waste of public funds.

"Failure of the State Public Welfare Commission to establish definite policies as to the determination of need, support by relatives and evaluation of property and insurance, combined with lack of adequate investigation and follow-up, has encouraged a general misconception of the program as one providing pensions regardless of need, rather than assistance according to individual need.

"Fair hearings, required by State and Federal law for applicants who are denied assistance, have not been held before the State Commission, although some applications have been pending for six months. This delay is excessive and may have worked undue hardship on applicants.

"The Oklahoma Public Welfare Commission has failed to give adequate supervision to the county assistance boards and has taken no action when the county boards have refused to comply with its regulations, although it has sufficient power under the law. *Other matters of administration, including the development of an adequate personnel policy, have not been efficiently handled. This lack of efficient administration is primarily the result of the Com-*

mission's failure to properly utilize its authority and its appropriations.

"Evidence submitted at the hearing indicates that Oklahoma has on hand some $2,500,000 in State funds for assistance payments during March, and for administrative expenses approximately $172,500."

In the official notification of withdrawal of Federal funds, Chairman Altmeyer pointed out that:

"The Board has recognized the difficulties of setting up large-scale public assistance administrations quickly, and has accordingly endeavored to give every reasonable form of cooperation to the State agencies charged with such responsibilities. The Board cannot, however, overlook such flagrant misuse of public funds as is involved in the distribution in Oklahoma, month after month, of public assistance checks to persons who are not in need, to persons who admittedly are under the minimum age of 65, and to deceased persons. In Oklahoma, as in other States throughout the United States, the need of public assistance funds for food, shelter, clothing, and other necessities of life for persons with insufficient resources of their own is so great as to make any wasteful use of public assistance funds a matter of grave concern to the State and Nation.

"The widespread and long-continued disregard of the essential elements of efficient public administration by the Oklahoma State Commission cannot be minimized; nor can it be excused by the various difficulties which have confronted this Commission. The observance in Oklahoma of commonly accepted methods of efficient public assistance administration and the removal from the rolls of those who have no right to public assistance will enable the State to provide more nearly adequate aid, according to individual needs of those persons who, under the law, have a right to such assistance from both State and Federal funds."

1938 DELEGATE CONFERENCE

SEATTLE, WASHINGTON

JUNE 24 AND 25

Technic in Social Work

THE recent meeting in Columbia of the South Carolina chapter of the American Association of Social Workers and the Richland County Social Workers' club confined its discussions mostly to the subject of personnel selection for public offices through merit systems.

The different methods presented of choosing personnel are informative and necessary. One phase of personnel selection needs more emphasis. More weight must be given to the intricacies of the work for which selections are made. Mutations of modern life have been so profound that former requirements are outmoded and need replacement by newer methods.

Consider social work itself and the technical requirements a trained social worker must possess nowadays, such as pertain to choosing personnel for the unemployment compensation commission. At one time the trained social worker represented to most minds only a vague abstraction; but today when social responsibility is considerably more than an abstraction, admittedly resting upon the people composing society, the trained social worker has come clearly to be seen as an individual of technic and technical training.

Such requires certain standards, derived mostly from experience and made definite as a guide to future effort. This technic and these standards are necessary wherever social workers try to do things. There is technic in family rehabilitation, in children's work, in probation, in slum work, in a housing program.

The task of social work comprises three objectives: (1) a socially enlightened public; (2) a program of social welfare; and (3) skilled workers who know how to achieve these and who realize their connection. The technic to attain such does not consist solely of enthusiasm. "Is he really interested?" has often been the chief test.

A safe and capable social worker must possess this, but it must be an enthusiasm controlled by efficient standards. Technic must be fired by zeal. We grant that the selection of such workers is no easy task and that answering questions correctly is not sufficient.

—From *The State:* Columbia, S. C., March 3, 1938.

Social Work Interpreters of the Future?

The Third of a Series of Discussions Designed to Explore This Question

By **Mary Swain Routzahn**

ALTHOUGH a lively debate on where social work interpreters are coming from is an excellent attention-getting device for the study of positions in interpretation announced in the March COMPASS, I assure you that the department I represent, which is conducting the study, knew nothing about the editor's plans for this series. It is our good luck, not our strategy, that interest in the question is being stirred up just as our questionnaires are being widely mailed to social and health agencies throughout the country.

The study in question is directed toward securing full information about positions in interpretation and public relations, and those who fill them; what interpreters do; what are their qualifications; what are the needs of both the public and private fields for qualified personnel. When the returns are in, I hope to be much better prepared than I am now to contribute to this discussion.

Several people in the field were asked by THE COMPASS: *"Where Will Social Work Interpreters of the Future Come From?" Louis Resnick, director of the Informational Service, Social Security Board, led off the discussion in the February issue. Harald Lund, assistant general director of the Family Welfare Association, presented his viewpoint in the March issue. This issue brings you the thinking of Mary Swain Routzahn, director, Department of Social Work Interpretation, Russell Sage Foundation.*

Meanwhile, the first two participants have told where they believe interpreters *should* come from. Mr. Resnick introduced the subject by saying that he does not like the words "interpreter" and "interpretation." I agree with him to the extent of not being satisfied with social work interpretation as an inclusive term to mean public information, interpretation, and public relations. For want of a satisfactory covering word for all three of them, one or another of these terms is usually applied to all of these functions.

I don't agree with Mr. Resnick that public information is the whole task. Social work needs to be interpreted—that is to say, explained. The significance of social facts and figures, the real meaning of events, what lies back of policies—these are matters for interpretation. The newspaper both reports and interprets the news, with an increasing emphasis on interpretation. All of us depend on our favorite columnists, radio commentators, and weekly magazines to interpret public affairs which arouse our interest. My guess is that Mr. Resnick is irritated when social workers talk of interpretation, because he "interprets" their use of the term as an expression of the sense of superiority which many newspapermen and publicity workers believe to be characteristic of social workers. Whether or not a social worker is talking down to those to whom she interprets, she is suspected of it. Perhaps this particular objection to the term could be met by looking the social worker sternly in the eye and warning her, "When you say interpretation to me, smile."

As to the source from which interpreters should come, Mr. Resnick says the basic training is found in the school of journalism and in newspaper work; that it is a highly skilled writing job and uses in addition other avenues of mass communication involving specialized techniques, such as the radio and the motion picture. Although he believes that social work training and experience give valuable supplementary preparation, he says emphatically that the social worker is not equipped to do the job which he defines as "handing out information." Neither is the professional money raiser, described as essentially a salesman, a good interpreter. Mr. Resnick also rejects all amateurs, including board members and other volunteers.

Mr. Lund does not say what the job is, although he implies that it is more than one of handing out information. He is sure that a solid background of understanding of social conditions and social service is fundamental to the task, and that anyone

with real social work ability, if he puts his mind to it, can "become adroit at using existing channels of information." He is against training specialists in interpretation until social work standards are better advanced and the field of social work more clearly defined.

These opposing points of view are focused on the qualifications of the person assigned to the task of telling the public about social needs and social services. There are also interpreters outside of organized social work who play an important part in forming public opinion on these subjects, especially on social needs. They should be included, equally, I think, with our appointed spokesmen among the social work interpreters of the present and the future. Since I am only at the beginning of an effort to find out what the qualifications of the appointed workers should be, I should like to devote my part of the discussion to some of these interpreters on the outside.

Take, for example, the organized groups of individuals in need of help who are learning to speak for themselves. A dispatch dated March 8th from Washington to the *New York Times,* devotes a column to "the dismal picture of the plight of millions," which spokesmen for the urban unemployed, and the Southern tenant farmers and sharecroppers, presented to the Senate Committee on Unemployment. Organized relief clients, as yet active chiefly in a few large cities, are following the lead of organized labor, which takes seriously the importance of helping its members to become proficient in the arts of expression. From the Affiliated Workers Schools we are getting some very vivid writing; from Labor Stage some excellent dramatic interpretation.

Certainly organized youth is becoming articulate in voicing its needs. Organizations of young people are showing great zeal in finding and organizing the facts of social need and using them in legitimate ways to secure social action.

The office of The American Youth Congress received calls from young people in many New York neighborhoods who said they needed increased recreation opportunities. They could not tell, however, what facilities the neighborhood offered nor what was needed. Using a city-wide committee composed of young people, the Congress approached various public and private social agencies concerned with recreation whose help they secured in finding a starting point for their efforts in advocating improved recreation facilities for young people of sixteen to twenty-five years.

The young people's studies reached the point of recommendations on this matter of recreation and on crime prevention. The recommendations entered into questions of probation reform, better use of psychiatric examinations, etc.

Again, the Federal Theater Project, through its Living Newspaper, is developing an art of interpretation which is masterly in its use of basic social facts and our whole range of techniques for expressing them. "one third of a nation," a current Living Newspaper production, is a dramatic history of the housing problem from the earliest land speculation in New York to the current government housing projects. The program announces with pride, "A complete accuracy in documentation, which makes the Living Newspaper impregnable from attack." The *New York Times* said of this most powerful medium of expression "that no published report can be one tenth so vivid and no tour of the tenements can be one fourth so comprehensive." We see original owners and their heirs "sitting on land" while the land values grow. A simple demonstration is enacted of how and why proposed rentals of $7 a room for low cost houses end at $12 or $15 a room. In quick *March-of-Time* style, episodes depict the lives of generation after generation of tenants moving in and out of the same old law tenements.

Experimental theaters all over the country are finding material in social problems and as these theaters move in the direction of dramatized reporting, they may become important interpreters of our facts and figures, presenting them, however, independently of sponsorship by social work itself.

The solutions these interpreters ask for—better housing, more adequate relief, better recreation facilities—do not include social services. While groups such as those cited are effectively presenting many of the objectives of social work, they are doing little to help gain wider understanding of its practices.

Where, then, are the interpreters who look from the outside at the profession of social work? They are much harder to find than those who tell of problems. Editors, special writers, creators of dramatized news pictures and broadcasts who are always searching for interesting personalities and new ways of doing things, do not yet see the emerging profession of social work with its rapid expansion, its highly specialized approach to problems in human relations, as a significant factor in the current scene. Some day, Stuart Chase, who has discovered simple words, the dust bowl, Mexico, and the consumer, may suddenly come upon the therapy of the social worker and write an exciting book about it. So far, the profession has been caricatured

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Milwaukee Committee on Training Report

Sees Need for Graduate School in Wisconsin Emphasizes Importance of AASSW Requirements

THE Milwaukee Chapter Committee on Training, of which I. Evelyn Smith is chairman, sets forth the need of a graduate school of social work in Wisconsin, in a recent report presented to the chapter body. The committee believes the chapter should help in promoting the idea on condition that such a school measures up fully to the requirements of the American Association of Schools of Social Work. It is the belief of the committee that the University of Wisconsin is the logical educational institution to offer such training.

Herewith are significant excerpts from the committee report:

"The committee sees these educational needs in two parts: first and most fundamental is a basic graduate course for workers desiring to enter the profession of social work and for those who may have had some experience without professional training, workers for example, ineligible to membership in the American Association of Social Workers. The second need is for supplementary courses for those workers of training and experience, since the profession of social work is rapidly changing and every worker needs the stimulation and enrichment of experience which supplementary courses would offer. These could be easily given if the graduate school offering basic training is set up with a varied curriculum and faculty.

"While there undoubtedly is a distinct need for workers prepared for rural social work, the committee feels that sound basic preparation for any field of social work is generic and that too early concentration on preparation for a particular field will seriously hamper the usefulness and development of the school.

"The attraction of students will depend to a large extent on the personnel of the faculty, the curriculum offered, and the quality of field work service. The committee quotes from the By-Laws of the American Association of Schools of Social Work as to requirements for a member school:

> "An organic grouping of relevant courses of instruction into a separate curriculum for the stated purpose of professional education for social work.
>
> An administrator or director chosen or appointed as the executive head of the school, who is empowered, in cooperation with the faculty of the school, to exercise control over admission requirements to courses of instruction.
>
> A suitable faculty which may be composed of full-time and part-time instructors, provided that at least two persons give their full time to the work of the school.
>
> a. Instruction in fundamental social work techniques and the practice of social work must be given by persons who have had valid and authoritative experience in social work.
>
> b. Instruction in other courses in the curriculum shall be given by persons equally qualified in their respective fields.
>
> The school must have an annual budget of not less that $10,000 exclusive of expenditures for scholarships or administrative expenses.
>
> The school must have a satisfactory assurance, in writing, of continued maintenance from a responsible institution or from responsible persons, covering a period of not less than three years following the date of admission."

The following recommendations are made by the committee:

1. That the proposed School of Social Work at the University of Wisconsin should be organized as a separate graduate school, with a Director for the School.
2. That at least one year of graduate courses should be offered.
3. That the courses should not concentrate on rural work alone but should be planned to give an understanding of the fundamental principles underlying all branches of the profession

and of scientific methods of studying and investigating social problems.

4. That field work should be given only to graduate students. (Many private agencies require a year of graduate training with field work in the graduate year before considering an applicant for a job.)
5. That well qualified supervisors of field work who are not overburdened with other tasks should be a part of the staff. (Relatively few agencies are equipped or have the time to do any considerable amount of training.)
6. That the curriculum at the University of Wisconsin would need to be augmented with:
   a. Additional teaching personnel who have recently and directly participated in the practice of social work.
   b. Lecturers in the field of medicine. (Lecturers in medicine must have some concept and experience in the relating of medicine to the field of social work, if their lectures are to be integrated by the student.)
   c. A psychiatrist on the teaching staff.

"In general it is the feeling of the committee that unless there is a full meeting of the requirements set up by the Association of Schools of Social Work with an adequate training program offered, that it will probably be necessary for Wisconsin candidates to attend other training centers."

Committee members are: I. Evelyn Smith, Chairman; Lucia Clow; Esther Duston; Lillian Franzen; Isabelle Kampa; Evelyn Murphy; Shelley Watts.

D. Graham Hutton, associate editor of The Economist of London, is visiting the United States to make a study here of national social reform, labor and budgetary questions and the general financial situation. He said he did not think that economics was of "first rate or decisive importance" in the social life of today, but that "the scientific approach to the problem of human life is of greater importance at this crossroads in human development."

Social Work Interpreters of the Future?

(Continued from Page 7)

and occasionally glorified, but not objectively discussed in public by intelligent observers.

The profession needs recognition now, with many new positions requiring competence being created. As Mr. Resnick says, "Social workers are not appreciated by the man in the street who decides whether there will be any social work." The recent unprecedented interest of the profession in the problem of interpretation is, I think, in large part due to the pressing need of defenders against political attack.

The editorial question which heads this symposium might more nearly express the social worker's anxious scanning of the horizon for interpreters if it read: "Do you see them coming, Sister Ann!" Whether the rescuers are to come from the inside or outside, whether they merely inform, or in addition, clarify, I agree with Mr. Resnick in being heartily glad that social workers are looking for them.

● *Second Printing!* ●

The Public Assistance Worker :: Russell H. Kurtz, *Editor*

His Responsibility to the Applicant, the Community, and Himself

Published late in February, this "*must* book of social work" *(Survey)* has exhausted its large first edition and is now in a second printing. Do you have your copy?

Public assistance—what it is. ● Who shall be granted public aid? How much? In what form? ● Dealing with people in need. ● Problems of health and medical care. ● Tying in with the community. ● Public assistance and social work.

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Division on Government and Social Work

Ten-Point Statement Adopted at Washington. Suggests New Federal Employment Authority. Restates Official Association Position.

TWO full days of discussion, climaxed by the adoption of a ten-point program of objectives, featured the Washington meeting of the National Division on Government and Social Work at the Mayflower Hotel, March 26 and 27.

Seventeen members of the division, 5 members of the National Executive Committee, 44 guests representing 25 national health, welfare and civic organizations, and representatives of federal bureaus and departments attended the open sessions which began Saturday afternoon at 2 o'clock with a presentation of national relief statistics by Stuart Rice, of the Central Statistical Bureau. Hon. H. Jerry Voorhis, member of Congress from California, followed Dr. Rice to give members a picture of the "State of the Nation" from the point of view of an elected official.

Open forum discussions during the rest of the two-day session, in which representatives of various federal work, assistance, insurance and health administrations participated, resulted in the adoption of a ten-point memorandum which was presented to the White House Monday morning by a committee headed by Dorothy Kahn, as chairman of the division. Later in the day, the group was received by members of the Social Security Board.

The following recommendations were included in the memorandum:

1. The creation of a federal employment authority with broad powers to inagurate a flexible work program adapted to employment needs available to unemployed without regard to need.

2. The establishment of training and retraining programs on a federal basis for persons occupationally displaced and young persons seeking a vocation.

3. The strengthening of public employment services to enable such services to function more smoothly in relation to unemployment insurance and the clearing of opportunities for employment in private industry.

4. A system of federal grants in aid to states for general assistance to be administered along with aid to dependent children, aid to the blind, and aid to the aged which would provide for those persons ineligible for placement on work programs or other forms of assistance.

5. Broadening of the national health program to provide more adequate preventive and medical services to those now receiving inadequate health care and the utilization of the insurance principle in compensating wage earners for wage losses due to sickness.*

6. The simplification of unemployment compensation legislation and a reexamination of the basis upon which benefit rates and duration of benefits are now determined, to the end that insurance should provide benefits of amounts calculated to provide reasonable security and eliminate the necessity for concurrent relief which now prevails in some areas.

7. The grouping of related services in the federal administrative structure endorsing the principle of a federal department of welfare with the reservation that the setting up of such a department should be deferred until such groupings can be made effective and the functions of such a department carefully determined.

8. The selection of personnel by federal, state and local governments through a merit system, on the ground that no program can be better than the people who administer it. In this regard the Association recommended that federal grants to states for all forms of assistance should be predicated on the existence of an effective merit system in the states.

9. That no discrimination be made in respect to eligibility for the various forms of assistance or work in respect to persons who have declared their intention of becoming citizens.

10. That a thorough study and evaluation of relief and assistance problems should be undertaken by a non-partisan commission (appointed by the President) equipped with means for a broad study of current programs and needs; the relation of relief to unemployment and other causes of need; the problem of cost, finance and administration, and of methods of cooperation between the federal and state governments.

* Subject to approval of executive committee.

SCHOOL OF SOCIAL WORK
University of Illinois

1938 Survey of Relief Situation

Low Standards of Care Revealed in Many Areas. Report Receives National Attention and Creates Comment.

FOR the third successive year the Survey of the Current Relief Situation, compiled by the Association, has focused national attention on prevailing low relief standards and practices. Released on March 21, one week in advance of the meeting of the national Division on Government and Social Work, the findings became front-page news in many sections of the country and the subject of editorial comment in others.

Significant facts revealed by reports secured from the forty-three areas in twenty-eight states tested indicate the following situations prevail:

1. Marked increases in the number of applicants for relief in all areas swamping both public and private relief agencies.

2. Widespread layoffs in industry and drastic payroll cuts.

3. Evidence that the WPA program has not been able to absorb all employable needy on relief rolls.

4. WPA wages inadequate to provide minimum subsistence to large families in many sections.

5. Periodic stoppages of relief in many sections.

6. Direct relief allowances shockingly low in many areas.

7. Family groups which include a so-called employable member denied any relief in many sections.

8. Little or no care available in majority of areas for non-resident transients.

9. Malnutrition commonly reported among relief families throughout the country.

10. Children kept from school because of lack of clothing.

11. Aliens denied WPA placement or direct relief in many sections of country.

12. Low-paid jobs in private industry force full-time workers to seek supplemental aid.

13. Federal Surplus Commodities, intended as a supplement to relief, being issued *in place of* relief in sections of the South.

14. Available state and local funds for direct relief exhausted in many sections.

15. Wholesale evictions of relief families in communities where relief agencies do not pay rents.

16. Unattached transients housed overnight in jails and almshouses in some sections—told to move on in others.

17. Eligibilty rules for relief being tightened all along the line—relief harder to obtain—allowances more and more meager as funds run low.

18. Migrants from Dust Bowl regions living in ditchbank camps in a sea of mud in San Joaquin Valley, California. Twenty-seven out of thirty children reported suffering from malnutritional diseases.

19. Couples receiving $12.40 per month for all needs in Colorado.

20. Children kept from school to forage for wood.

21. Survey made of clothing needs of 100 men on relief in Chicago showed: 72 without overcoats, 7 without any kind of jacket, 40 with bad shoes, 21 had practically worthless underwear, while 10 had no underwear of any kind. Out of all clothing of the 100, only enough decent shoes, underwear, jackets and overcoats to clothe *28* men could be collected.

22. Average actual monthly grants per case for all relief run as low as $5.87 in Georgia; $6.00 in Arkansas; $8.00 in Alabama; $12.00 in Nebraska.

Copies of the survey were sent to all members of the House and Senate, in addition to a selected list of organizations, newspapers and periodicals. Additional copies are still available through the national office.

That the AASW report of existing conditions in regard to the general relief situation is considered an important feature, available through no other service is indicated by the fact that clippings already received show that 94 newspapers in 31 states devoted 1,150 inches of news space to the findings, in addition to editorial comment.

(The Senate [Byrnes] Committee on Unemployment and Relief has made the Survey a part of the official record of the Committee.)

The Division on Personnel Standards

A Statement of Function and Jurisdiction Prepared for the Executive Committee

By **Grace Marcus**, Chairman

BROADLY stated, the Division's function is to deal with those problems which the Association encountered in the identification, selection and education of competent personnel. Its jurisdiction is nevertheless not typically defined, for this assignment might logically take it into every nook and cranny of social work. The roving nature of its commission has forced the Division consciously to try to define its distinctive concern.

Repeatedly the Division has discovered that in embracing a likely problem, it had to retreat from an attack on that problem as it was first presented and settle down to the job of finding what the problem had to do with standards. It has been our experience that a good deal of the time we don't know what we mean by standards, don't know how to use them in meeting new or unstandardized situations, and either mistake their current form for an ultimate meaning or shove them out of the way like prized but fragile bric-a-brac which is interfering with our elbow room. The Division has had plenty of hard exercise in its efforts to go behind the static form of the standard to those principles drawn from our tested experiences which the form seeks to embody. We have discovered that we need to identify and make real the principles behind the expression of the standard if we are to find guides for a professional advance into new or imperfectly charted territories and that we also need these principles to guide us in our relations to undeveloped fields and untrained personnel if we and they are to avoid the pitfalls of our past and the unnecessary wastes of our trial and error.

A great deal of the Division's work is work of definition and formulation in the interest of a more general examination by the membership of its own social work hypotheses and principles and of progressive testing and modification of these. The task of the Division is that of distinguishing and articulating what it is in terms of the special education and experience which social work has had that is essential to the achievement of our present stage in competence. The Division recognizes that standards cannot be materialized out of a vacuum and cannot be formulated and adopted like the planks of a party platform but that they must be evolved through the conscious effort of skilled practitioners whose interest is always in the development of competent service to those who are not in a position to distinguish competence unless it is hall marked.

In its more recent meetings the Division has been trying to define the *professional function* which the Association wishes to create and exercise in social work. What are the tools to be used in the performance of this function as we are able to distinguish it from the functions we discharge in our individual jobs, community and other relations and in other organizations? How are the purposes of a professional group to be defined in their difference from all the other purposes which we, as individual social workers, may pursue? How may we identify our professional assets and through becoming conscious of their peculiar nature learn to use them intelligently? It is in this sense that the Division believes that one of its fundamental tasks is that of defining and redefining the purpose of the Association as well as that of sharpening its intellectual tools.

The Division has had occasion to consider its functional connections with other Divisions and committees. For example, last year a preliminary consideration of problems in agency financing and sponsorship led it into areas which seemed more appropriately the province of the Division on Employment Practices. When the problems of evaluation of competence were discussed, it became clear that certain aspects of these appeared to belong to the Division on Employment Practices while inquiry into what concepts of competence are determining evaluation might properly be conducted by this Division. In further pursuit of plans for a study of professional education in its field work processes cooperative work between the Division and the National Membership Com-

mittee was indicated. The Division's interest in problems of in-service training programs and in classifications and qualifications for social work positions takes it into the jurisdiction of the Division on Government and Social Work.

In connection with the necessity for defining Divisional function, clearing with other Divisions and committees, clarifying differences in opinion, etc., the Division has had occasion to discuss some of the functions of national staff. Since their functions are often not known and have not been formulated, the Division is informally reporting. It recognizes as one of the essentials to effective operation in committees the staff's activity in assembling materials on problems which it discovers to be concerning the membership and in interpreting the issues presented by these problems in the light both of the Association's previous work in the problem area and of the study which is being done in other groups. The staff represents the repository of the Association's tested knowledge and experience as well as the continuity of thought and purpose in an Association whose chapter officials and committee members are always changing. The staff also takes responsibility for getting special information and making special contacts in order to improve the basis for any committee's understanding of a problem in its area.

This consideration of the staff's function came up in connection with a question about the Division's own basis for selection of its personnel. That basis it was felt should be one of special competence to understand and contribute to discussion of specific problems in the Division's program as far as it is subject to definite planning. For example during this year the Division hopes to study further problems in the area of professional education, the problems of in-service training programs and those of classifications and qualifications for social work positions; therefore its choice of new members was dictated by its concern to make progress with this subject matter. Other criteria besides that of special competence which the Division felt are important consist of an already manifest interest in the peculiar problem with which the Division is currently concerned and useful experience and contact with the problems under consideration. It was recognized that the membership of the Division would probably always be inadequate to the range of problems for study of which it is generally responsible, that it might not always represent adequately either all the fields or special interests of the Association and that its geographical average might be sketchy. It seemed to the Division, however, that proper recognition of the functions of the staff in a membership organization, realization of the changing views of the Division's program and emphasis on competence would reduce the handicaps of a group which has to be kept fairly small if it is to function.

Last year the Division began study of the problems involved in the interpretation of the membership requirements to new members. Recognizing that the membership requirements frequently acquire no more significance than that of an arbitrary hurdle which applicants must jump in order to enter a sacred but somewhat empty enclosure, the Division has applied itself to the job of considering how the membership may be oriented to the requirements as embodiments of what social work has found up to this point in time to be minimum qualifications for competent performance of the responsibilities which social work has assumed toward clients and community. The Division is planning to stimulate committee work on the preparation of material for new members, Chapter efforts to introduce them to the activities of the Association, and discussion with interested persons in the schools about ways and means of helping students to understand the opportunities and obligations inherent in the professional enterprise. Like many other projects of the Division, this one involves a great deal of progressive study and experimentation.

Another project of the Division arose out of discussions of the Association's statement about Standard Employment Practices in Social Work which the Division on Employment Practices brought forth last year. It has been generally recognized that such employment standards cannot become effective professional safeguards unless they are supported by responsible conscious methods for evaluating competence in job performance. A sub-committee of the Division took upon itself the long-term job of gathering and examining materials from standard-setting agencies on whatever concepts of competence they have evolved as the basis for staff and student evaluations. The variety and cordiality of agency responses have a special significance since this project is bringing to study of an Association problem a kind of technical thinking from which the Association program has seemed to many members to be quite divorced.

(Continued on Page 19)

Basic Preparation for Social Work

A Summary of a Discussion by Members of the Division on Personnel Standards

SOCIAL work is confronted with no more troublesome problems than those arising from the necessity for defining the functions of new fields, modifying the functions of established fields to accord with changes and developments in social work organization, and determining not only what training should be given to prepare for competent performance in any single field but what relation this training for the specific field should have to that existing for other branches of social work.

According to the particular circumstances, emphasis may be put on the *difference* between fields and the necessity for different education for them or, in apparent opposition to this, emphasis may be put on the usefulness of existent education as a resource readily adaptable to new or changed needs. Professional social workers play an active role in defining the functions of agencies and fields and in planning training and educational programs. Moreover practising social workers represent a strong pressure upon the schools of social work to set up extended or new curricula.

It is the belief of the Division on Personnel Standards that professional social workers must have convictions about the importance of a common educational preparation and agree on its necessity if progress is to be made toward sound education. In the interests of a professional social work the Division offers the following propositions for discussion and criticism in the American Association of Social Workers, with the hope that such discussion and criticism will bring to the fore disagreements which further study may enable us to work out.

The assumption of the AASW is that all the branches of social work practice which may be properly included within the profession of social work bind themselves to that profession rather than to another for such reasons as the following:

That the problems distinctive of their various areas of interest possess more like than unlike factors;

That for each branch of the profession adequate understanding of its distinctive problems rests on contributions of understanding from the other branches since the problems of all are interrelated and cannot be properly understood in isolation one from the other;

That though the functional operations of the various branches may be different and the methods and skills through which these operations are carried on may be dissimilar, all of these operations are basically governed by a sense of purpose, values, and responsibility which is not only common but distinctively different in kind or degree from the purposes, responsibilities and values of other professions or groups.

From a practical point of view, the strength of the total social work group in pursuing these common professional purposes will depend on the acquisition by the different fields and functions of social work of sufficient common understanding to:

1. Comprehend one another's specific purposes and problems.
2. Respect one another's specific standards and skills.
3. Study conflicts in interests, methods and philosophy.
4. Use one another's knowledge, data and skills wherever these are necessary to the realization either of specific responsibility or general goals.
5. Unite the strength of all social work for study and action on unsolved problems.
6. Define and make effective professional principles and objectives in the organization, control and financing of social work in the community.
7. Work out confusions in interpretations to the public, so that the public may more readily identify professional social work and differentiate it from other activities which are carried on in its name.
8. Improve social work services to clients by reducing the isolation, cross purposes and individualism which in the social work agencies of any community interfere with working out the problem of serving the community as well as possible.
9. Make it possible for all trained social workers to benefit by and use developments in one another's fields of practice.
10. Enable specific fields of social work to study more productively the problems which fall between the fields.

A Suggested Statement of AASW Purposes

Designed to Provoke Discussion Leading Toward Adoption of Working Platform

THE Division on Personnel Standards at its meeting in New York, March 18 and 19, drew up the following suggested statement of purposes. The suggested statement is being printed here for the benefit of members and chapter officers in the hope they may find it useful as a basis for discussion in chapter groups. The statement should not be considered either final or complete—but simply a series of directives which might supply the basis for discussion and formulation.

Our assumptions in considering social work a profession are:

That the problems with which social work deals are problems which directly affect the capacity of individuals and groups to lead personally and socially adequate lives;

That social work in its specific relationships to these problems demands in its practitioners the possession of a special body of knowledge and skill, the constant exercise of responsible judgments, and self-discipline in the interest of efficient service to others; and, therefore,

That social work is under inescapable obligation to insure that the important discretionary powers which it holds over the lives of others be vested only in practitioners equipped with that minimum of special education and experience which has been proved necessary for competent discharge of such responsibilities; and, furthermore,

That social work is socially bound by its increasing accumulations of special knowledge and skill to contribute actively, in whatever ways are appropriate, to better public understanding of its problems and to the improvement or development of programs for their prevention and treatment.

The Association as a professional body therefore entertains the following purposes:

1. To define what social work has learned through its experience to be the minimum qualifications for adequate performance of a social work job; the premise here is that professional social work has assumed a special obligation to the client and the community to see that the needs for which social work services are set up are properly met within the existing resources of knowledge and skill.
2. To find ways of hall-marking those who have the required competence and of distinguishing them from persons who lack that competence: the premise here is that the client and the community are entitled to protection from that miscarriage of social purposes and neglect of individual needs which results from the operation of incompetent agencies and workers. This protection is best afforded through social workers formulating for community use criteria which can be practically applied in identifying such personnel.
3. To define what conditions of work and standards of personnel practice should prevail in social agencies so that persons in social work positions may perform with maximum adequacy and render client and community the services they have a right to expect.
4. To interpret the needs for social services and the deficiencies in the quantity and quality of existing services so that the community may be more intelligently aware of its social responsibilities and better able to discharge them.
5. To define the principles of organization and administration which in the experience of social work are necessary to establish a basis for efficient rendering of services, proper utilization of material resources and economy in the investment of services, funds and personnel.
6. To define and carry through as a representative of practice an obligation to improve education for social work by creating and revising the materials which education must use and refining existing knowledge and skill which education transmits.
7. To use its resources of experience and knowledge in assisting new or undeveloped fields of social work
   a. To define their specific functions,
   b. To develop a basis for efficient operation within such existent limitations as arise from lack of personnel

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A Discussion of an Ethical Code

Some Pertinent Questions Raised in the March Meeting of the Division on Personnel Standards

IN its recent meeting, the Division on Personnel Standards briefly considered the activities of various groups within the Association who have applied themselves to discussions and tentative formulations of codes of ethics. Comparison of later with earlier efforts in this area seem to indicate that social workers are tending less to confuse a specific professional code with other general codes such as those of manners and morals and also are differentiating more clearly ethical principles from rules or procedures of a purely technical nature. In short there is increasing recognition of the fact that a professional ethic is different from and goes beyond commonly accepted standards of personal conduct in that it is concerned with the individual's functioning in *professional* relationships and refers to a special inner discipline which competent performance demands.

Although it was fully recognized in the Division that no generally satisfactory code could be framed before the principles of competence by which it would be governed are more fully identified, tested, and agreed upon by social workers as a group, it was also felt that further study by the Association of the ethical problems and practices of social work is necessary to the evolution of a professional code of ethics.

Some of the questions which the Division suggests for discussion are as follows:

In the patterns of what other professions might we find principles relevant to the ethical problems of social work?

Has the emphasis of social case work on the necessity for "non-judgmental attitudes" toward behavior deviating from a conventional norm encouraged a rebellion against community mores both as they affect the client and the social worker? Is the social work attitude toward the "mores" unduly negative? What is social work's relation to the mores? Has social work a function in contributing to the creation of new standards as well as to the correction of questionably appropriate old standards? Does social work need as part of its generic professional knowledge more understanding of a sociological sort of the source and role of the mores in a society?

If the ethical problem of social work is to define more clearly the nature of its relationships to interests or groups in the community which may be in conflict, does social work need to look into certain differences in those relationships which arise from differences in the peculiar functions of its agencies? Does the agency's specific function influence the degree to which its obligation to the client takes precedence over an obligation to the community, or vice versa?

In apparent conflicts between the interest of the client and the interest of the community, what bearing on the problem may the following have:

1. That the agency is a public agency?
2. That the social work service is auxiliary to a law-enforcing agency?

How may the public agency's pretensions to giving the client voluntary, confidential services be adjusted to such facts as that it is conceived to represent the interests of the tax-payer or law-enforcing interests? Are there special problems here in relation to examination and use of its records by other groups?

Do we need to gather and analyze more evidence as to where and how the specific social agency may find itself involved in apparently conflicting relationships to other interests and groups in the community?

A Suggested Statement of AASW Purposes

(Continued from Page 15)

trained in the performance of their responsibilities, and

c. To create the materials and conditions prerequisite to the future development of sound education.

8. To promote the progressive clarification and development of functions in the specific fields and the interest of those fields in making their contribution to the generic base of education, so that professional social work may be more readily identified both as a whole and in its specific branches.

Minimum Standards for a Public Welfare Department

An Outline of Essentials Prepared by the Cincinnati Chapter Which Ought to be Useful for Study and Discussion Groups

THE following basic standards set out for a public welfare department are intended to be immediate, essential minima for a present situation. They do not assume any attitude toward public welfare in its development, other than that there is a pressing need that can be met only by the assumption of public responsibility and that to have an economical, efficient and effective department, both from the standpoint of administration and service, certain requirements are necessary.

The statement omits the underlying economic philosophies involved—the question of the right to relief; the goals toward which we are working; the general situation and categorical relief question; the discussion concerning an advisory board; the question of the unit for administration; the aspect of local, state and federal financing; the matter of an adequate relief budget or maintaining a possible standard of living; points of view concerning relief and "work relief"; the question of the separation of social insurance and relief and several other minor points at issue. These matters will be submitted in a later statement with probably a minority and majority report.

Groups to be served:

A permanent public welfare department financed in a regular budget (not financed by bond issues) is needed to assume the administrative and financial responsibility for all relief on a county wide basis (this includes townships, city and county). Such a department would serve:

1. All those receiving assistance under the Social Security Act, A.D.C., A.F.A., and Aid to the Blind.
2. General relief (exclusive of [1] above and also exclusive of those families receiving relief from private agencies).
   (a) Those persons dependent because of industrial and economic conditions.
   (b) Persons not technically eligible for social security assistance.
   (c) Physically and mentally incapacitated.
3. Veterans' relief.
4. Institutional care (county homes, etc.).

NOTE: The above includes the care of local homeless, transient and non-resident families.

Adequate assistance:

The assistance given after eligibility has been established should be adequate.

This would mean that a minimum dependent budget would be allowed according to local costs. The total allowance under such a budget should be reached by the actual study of what is necessary for a basic standard of health and decency. This standard is for the protection of the individual from disaster and from becoming an increasing liability to himself and the community. Also for the protection of the community from illness, crime and disease (the present relief budget is dangerously far below the federal minimum on a subsistence level).

Budget:

The items in such a budget should cover at least:

Rent
Food—including authorized special diets
Fuel
Clothing
Gas and electricity
Medical supplies
Household necessities
Miscellaneous

Cash:

The amount necessary by such an evaluation as the above should be given in cash. The present system of relief in kind (that is in groceries, clothes, etc.) has continuously undermined the ability of persons to manage on small amounts and to become self-sustaining. Cash is an actual saving. Relief in kind is costly.

Eligibility:

General relief should have as specific requirements for those eligible as any of the

social security funds. For instance verification of legal residence, employment record, possible assets that can be utilized, property, etc.

The manner in which eligibility is established is important. It should place the major responsibility upon the person who makes the request for any form of aid.

Service:

Individualized service is needed for each family in order to acquaint each with the various resources that the community offers such as medical care, employment possibilities, insurance adjustment service, mental health care, occupational possibilities for younger persons, etc. Individualized service is needed for those persons who wish to talk over obstacles that if overcome will allow them to be self-sustaining. Such services prevent dependency.

Personnel:

The principles implicit in the Merit System should govern the selection of all personnel.

All persons employed in the Department of Public Welfare should be equipped to do the work entrusted to them. They should have the training that is demanded by the nature of the job they are doing in order to give the most economical, efficient and constructive service.

The administrator of such a department, and all those employed who are directly concerned with the welfare phases of the work of the department should have the professional background in the social work field to give the type of service demanded in the individual situation to do those things that in the long run will be economical both in money expenditure and in human values and to interpret to the community the nature of the work, its progress and accomplishments.

The number of persons employed should be sufficient to adequately carry the responsibilities entrusted to them. The casework staff should be sufficient in number to permit the treatment of each individual or family situation on an individual basis, such as has already been indicated in the statement under the heading *"service."*

An adequate clerical and stenographic force is needed to handle the essential administrative details. This will give the case worker more time to visit the individual families requesting aid and to give such attention to their needs that plans for their rehabilitation will be more effectively carried out.

Physical set-up:

The physical conditions of work should be such as to secure efficient work. The "waiting rooms" are of particular importance. They should not be large empty rooms, or halls equipped only with uncomfortable benches and chairs. Such places encourage belligerent attitudes, are conducive to long dependency, foster protesting groups, break down the last defenses that maintain self-respect and independence. Instead, we recommend a waiting room which provides adequate seating space, proper lighting and ventilation and individual interviewing space which will be used to interview clients.

Records:

The records kept by the public welfare department of individuals and families requesting aid should contain only information establishing eligibility and such reports from time to time as to the current situation that show whether such eligibility still exists.

All other information should be only the case workers' record kept by her and for her assistance in treating the problems that the individuals and families present to her.

Reports of the work of such a department—its type of work, difficulties, progress, etc.,—should be issued annually. This is essential for the intelligent interpretation of any public responsibility.

Public relations:

Public Welfare Departments should work out some satisfactory method of interpreting their work to the public. They come before the public only at times when there is some distress or need for funds. The public is not aware during the interim of the valuable and necessary service that is being given in the community and to the community.

Financing:

Public welfare is one of the main responsibilities in functions in government. One of the largest services for a public welfare department to assume is that of giving relief to those requiring it. It is essential therefore, that provision be made in the regular budget of the sub-division handling this responsibility. The financing then should be on a long-time basis as a continuing responsibility and not on an emergency financing basis, special taxes and bond issues. It should be provided for in the regular yearly tax levy.

"Social Workers Needed for Blind"

Hazel H. Beckham, writing under the above title in *International Altrusan,* publication of International Altrusa Clubs, women executives' service organization, stresses the need for special workers "who are trained in an understanding of the psychology of the blind."

In discussing training for such workers, she says:

"The American Association of Social Workers recommends that students contemplating entering schools of social work, acquire a foundation of undergraduate work in the social sciences and psychology, emphasizing the fact that the subjects of economics, political science, psychology, and sociology are most closely related to professional courses. Undergraduate courses of this type are given in any accredited college or university.

"The Teachers College of Columbia University, New York City, offers courses leading to the Master's and Doctor's Degrees. Specialized training may be had in the field of education of the blind, including such courses as survey of eye conditions, a clinical course, technique of Braille reading and writing, special methods of teaching the blind, psychology of exceptional children, and many others.

"The Committee on Fellowships of the College offers a few teaching scholarships to the above-the-average students.

"Like courses and opportunities are offered by the School of Social Work of Boston College, Boston, Mass. A list of colleges and universities offering specialized training in social work may be secured from the American Association of Social Workers, New York.

"Those contemplating any vocation in the field of work for the blind should determine whether or not they are physically and temperamentally fitted for such vocation. Generally speaking, good health, normal intelligence, a scientific attitude toward the work, and a genuine liking for people are requisites."

1938 Delegate Conference

Seattle, Washington
June 24 and 25

Executive Committee to Meet May 20 and 21

The next meeting of the Executive Committee is scheduled for May 20 and 21 at the Gramercy Park Hotel, New York City. Announcements of the meeting have already gone forth to committee members.

The Division on Personnel Standards

(Continued from Page 13)

Since it is desirable that any formal project conducted by the Association in the field of professional education be supported by the membership's understanding and interest, the Division has been considering further the relations of professional practice to the schools. It appears to the Division that the inter-dependent roles of practice and the schools in the production of sound curricula need clarification if their respective responsibilities are to be carried on a professional level. Assuming that education is the only tenable way of determining who those persons are whose functions are sufficiently allied in a common rooting of knowledge, discipline and purpose, the Division believes it to be of the utmost importance for the Association to study further what is generic and what is specific in education. This question is related to the problem of determining what education should be for social work position in such fields as social security and insurance. It is also relevant to problems of training for specific functions such as those of administration, supervision, etc.

Useful as General Introduction to the Field—*The Book List*

Permanent Value for Student of Social Work—*Technical Literature*

Masterly Summary—*Penna. Social Work*

Excellent Collection of Papers—*Public Welfare Journal*

Fine Discussion of Social Values—*Public Welfare Journal*

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Rounded Picture of Relief Situation—*Survey*

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→ This Business of Relief

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→ Unemployment and its Treatment in the United States

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Reliable and Concise Piece of Research—*Red Cross Courier*

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